

# THE TURNTABLE

VOL. 6 NO. 3

RICHMOND, INDIANA

MAY 1970

## PHILIPS RECORDING COMPANY, INC.

### COMPANY RE-ORGANIZATION ANNOUNCED !

*By Lloyd Shaw*

This "Turntable" has been prepared to announce that effective May 1, 1970, Mercury Record Mfg. Co. became Philips Recording Company, Inc. and will operate under that name hereafter. The new corporation is national in scope, with home offices located in New York. The Richmond plant is operating as the central manufacturing and distribution arm of the new organization, continuing to produce Mercury product as in the past, but also producing for other customers.

The new organization is operating as a totally custom producer under the guidance of Mr. Robert Teitelman, Vice President, located in New York. Under his direction, a new sales organization has been established by Mr. David Grant, National Sales Manager; and a new order service organization is directed by Mr. Ernest Ferrari, National Order Service Manager. Both of these men operate from New York.

The production facilities will continue to operate under Mr. Lloyd Shaw, Director of Manufacturing, who will remain based in Richmond. The local order service and production control operations have been re-organized under Mr. Curt Albright, Midwest Order Service Manager.

Mssrs. Teitelman, Grant, Ferrari, and Albright have all come to Philips, to organize this new corporate venture.

They represent, collectively, many years of service in record manufacturing, which indicates their deep knowledge of this highly competitive industry.

This re-organization establishes this company's desire and intention to become a major producer in the music industry, and is the latest in the chain of actions by our parent company, North American Philips, toward that goal.

### RE-ORGANIZATION EXPLAINED

As of May 1, we all work for Philips Recording Company. Let me briefly tell you what has happened.

In the past, our company has been unable to gain a greater share of the market for several reasons. Among them was our old facility which could not compete with modern companies in either quality, service, or price. The corporate goal was for major growth and only after a great deal of study and thought was the decision made to build our new plant here in Richmond. This new operation is designed to be the best in the business, capable of producing higher quality, giving better service, and lowering our cost. We finally chose to locate our new plant here, and even have already begun expanding it, because we believe we have the employees here who can make it a success. Success depends entirely on how we service our customers from here on, and at what cost.

With the new building ready, the company structure is now being changed to allow for the sales, service, and

management leadership necessary to accomplish the goals. This step has been very successfully completed with Mr. Teitelman, Mr. Grant, Mr. Ferrari and Mr. Albright joining Philips to bring about the new company. To say they are a successful team is an understatement. They certainly know what it takes to get customers, keep them, and survive in this most competitive of all industries.

Several changes have taken place to prepare for this new venture. Our accounting structure is being completely revamped. Our systems and reporting procedures are being revised to allow proper information. Our order service and production control areas are being heavily changed. An additional 8 compression presses are being installed, and the 7" record equipment will soon be completely changed as well as expanded. Our engineering effort is being re-organized under the leadership of Mr. Joe Ruda, who comes to us from Capitol Records where he held a similar position. Many more changes will take place in all corners of our plant. Changes not only in procedure, but also in constantly more efficient machinery. Several more new faces will be seen as a result of recruiting we are now carrying out.

We no longer are a division of Mercury Records, although we will continue to produce for Mercury. They will be our major customer. We are operating now with all the tools to become a major producer. It will not be easy. We must satisfy customers or lose them.

I hope I can count on every employee of this company to help. That's what it will take to get the job done!

## DEDICATION AND

## OPEN HOUSE

## PLANNED

Philips Recording Company, Inc.'s. new plant is to be formally dedicated on June 5th with open house for employees' families and the public scheduled the next day, June 6th.

Plans for both days are inconclusive at this time, but it is expected that company executives, industry and government officials will be on hand June 5th for dedication ceremonies. Open house on June 6th will feature plant tours of the new facility.

Additional information will be furnished employees soon concerning the schedule of events. The public will likewise be notified of open house plans.

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## *The Editor Speaks*

### **What Kind Of Employee Are You?**

There are seven kinds of employees. To find out what kind you are, ask yourself these questions:

If you had completed your work and an emergency arose, would you—

1. see the job to be done, and do it?
2. see the job to be done and organize with others to do it in the most efficient way?
3. see the job to be done, but not knowing how to do it, do nothing?
4. see the job to be done, but do only that part of it which promotes your own personal ambitions?
5. see the job to be done, but feel no responsibility to do it, doing only what you must?
6. not quite understand what needs to be done, but try to do something?
7. not see the job to be done, or even feel any need to appear busy?

The first two types are the real assets in the working world. Where do you fit in?

Editor ..... James Mathewson  
Ass't. Editors ..... Del Burnett,  
Larry Sandifar,  
Jim Reynolds  
Vari-Typist ..... Marilyn Martin

## OUR FUTURE

## IS OUR PEOPLE

*By James Mathewson*

The Company has been negotiating with Local 2043 I.B.E.W. since March 16 to reach settlement on a new contract. Agreement may or may not have been reached when this paper is circulated, but agreement will ultimately be reached which will be binding on all parties concerned.

With the change of our company name to Philips Recording Company, Inc., the negotiation of a new contract with the I.B.E.W. and our changing operations to custom manufacturing, we are now in a position to plan for a period of development and growth that should lead to more jobs, greater employment stability, and increased advancement possibilities.

We have enjoyed a good working relationship with all employees the past few years. We have had some problems, as all companies do, but have mutually worked out our differences and have only had two cases referred to arbitration during that time. There is no reason to believe that this fine record cannot be maintained in the future.

In negotiation of a labor contract neither the company nor the union obtains all the conditions that it would like to have. However, since the stated conditions are mutually agreed upon, it is the duty of management and employees to abide by those conditions to the best of their ability.

Only with the best efforts of all employees can Philips Recording Company, Inc., become an outstanding company. With those efforts it surely cannot fail.

## PILOT TAPE OPERATION

## PLANNED

After several months of study, plans are underway to develop a pilot tape cartridge assembly operation. The section will be located in the front of the warehouse in the area now being cleared of other materials.

The pilot operation will be experimental in nature, with results of efficiency and quality to determine whether it will become a major operation here or not.

Both cassette and 8-track cartridges will be produced here in this experiment. Certain equipment for the operation will be received shortly, and other items such as shrink-wrapping will use our already existing equipment.

If successful, our future will allow self production of tapes, both for our Mercury service needs and our other custom clients.

## PURCHASING

*By Carolyn Patterson*

Ronald Patterson son of Almar Patterson of Purchasing was recently promoted to Army Staff Sergeant in Germany where he is in service with the 3rd Infantry Division. He is a fire direction center chief in Headquarters Company, 1st Battalion of the Divisions 4th Infantry near Aschaffenburg. He has serviced in Korea and holds the Bronze Medal, The Army Commendation Medal and the Combat Infantryman Badge for duty in Viet Nam. His wife Susia and son Jerry are with him in Germany.

Mr. Patterson has two other sons in military service. Army Sgt. Terry Patterson due home the last of April from Viet Nam. And S. Sgt. John Patterson serving at Bentwaters Royal Air Force Station, England. John's wife Jean and children Anna, Tammy and John Jr. are with him in England.



## QUALITY AND

## EFFICIENCY

## CONTINUING NEED

*By William Montgomery*

You have read many other articles concerning our problems in the old plant, the necessity of building a new plant to remain in business and now, the necessity of acquiring custom business to attain a high work load level, reduce layoffs and have an opportunity to grow.

The important thing for all of us to remember is that we are making a very low profit item, even when we are very busy and operating efficiently. Our future will be governed by our ability to keep many satisfied customers and keep the plant operating at a high level of production and employment.

To keep our customers satisfied it is absolutely essential that we provide continuous and reliable 24 hour reaction to any and all orders; we must maintain and improve our quality levels without increasing our costs, and we must not make errors on the customer's product. The record must be excellent, the album excellent, the right record or records into the album and packaging from shrinkwrap to box count to identification must be perfect. Warehousing and shipping activities must be performed in the same efficient manner, for a record not shipped is a record not produced in the eyes of the customer.

Another piece of the total picture is that to accomplish the above, we must have an excellent maintenance department to keep our machinery operating efficiently with a minimum of down time and we must have an excellent engineering department continuously working to improve our machinery, methods and efficiency.

As I have stated before, our competition is very good in all the above respects and have the advantage of being larger, having many more years experience in custom service and in the record manufacturing business. This company and its' employees depend on our ability and desire to be better than this competition and make the customers acquired by our sales department a satisfied and permanent part of our future.

## HELP FOR THE

## RECORD WORKER

## THROUGH

## TECHNOLOGICAL

## ADVANCEMENT

*By Joe Ruda*

We could not sell records today if they were made as they were 20 years ago. They wouldn't be good enough, they would cost too much, and they couldn't be made fast enough to satisfy today's market requirements. When we reference ourselves to a little more distant period in the life of a product, the benefits of technological improvements are quite obvious. Very often, however, we don't recognize how much better we are in our ability today than we were last year, nor do we readily see how much better we will have to be next year.

We are rightly proud of our people and our new plant, but the needs of the coming year are obvious to the eyes of those acquainted with the current state of the art in the Record Industry. There is a good deal more catching up to do, and the necessary steps taken for continued advancement. To serve the requirements of doing business (quality, service and price)...thereby providing the reasons for survival, then expansion; we must do the things necessary for the improvement of productivity. These will necessarily take the forms of improved equipment, tooling and methods. Among the improvements to the equipment will be the increased and improved application of automation.

Automation is the current name that man has placed upon the techniques to multiply his efforts. By example, before automation, a farmer was able to feed few besides himself; with automation his efforts have been multiplied to where he can feed hundreds. Automation of clerical jobs through the use of automatic Data Processing equipment has made our lot better also. It has been recently estimated that Data Processing has developed to the point that

services provided by this means is equivalent to 400 clerks for every man, woman and child in the United States. It would be impossible to visualize our society without these realized benefits.

In the immediate and near future, we will be increasing our injection molding capacity to assist in service requirements of the custom business. The productivity as well as quality per machine will be improved, and machines will be added. Automation of Compression Molding is a must. A large part of the record industry is already so equipped, and the density of automation there is constantly increasing. Automation of the operations following injection; labeling-dinking-bagging, are also required to keep pace. Improvements will be installed in the areas of flash and scrap recovery. The completion of improvements started in Matrix are required to provide for an increase in the quality of metal parts that reflects in record quality. Improvements of quality and productivity in our wrapping operations are required to meet service requirements.----These and many other areas will be explored for technological improvements in the months ahead. Our aim is to be able to compete and to eventually go beyond to leadership in our field. This will provide all of us working in the manufacturing arm of the Philips Recording Company a better and more secure job.

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## BE LIKE THE PIANO

Why can't Americans be more like a piano? A piano has both black and white keys and if not properly handled, produces a lack of harmony and riots of sound. But when it is intelligently synchronized, it creates a thing of pleasure for all.

From an aesthetic point of view, the piano is no less attractive with the arrangement of black and white keys, than if they were all black or all white. Count Basie doesn't use only the black keys or Roger Williams, only the white.

If the colors on the piano keyboard can get along, free from strife and in agreement, why can't we? After all, they are only made of ivory, while the Almighty had a "hand" in creating us.

## "SELF-PRESERVATION"

"I work safely because it's law. Not the law of the land as written in the statute books, and certainly not an enforceable edit with punishments for infractions listed in the penal codes, although many times the penalties paid for trifling with this law can be much more severe than any which might be dreamed up by lawmakers. The injunction to which I have reference is contained in that time-proven adage. 'Self-preservation is the first law of nature.'

" 'SELF-PRESERVATION' to me, a man with a growing family, means more than simple maintenance of life and limb. It means the preservation of the ability to fulfill promises which I have made to myself and to others — promises which make life worth living — and the fulfillment of those promises, with all of their inherent ramifications, are . . .

"A roof over our heads, food on the table, a good education, including college for the kids, contributing to a nest egg, all of the necessities (and a few of the extras) of life, and preparation for the golden years of retirement. Thus, 'SELF-PRESERVATION,' to me, becomes synonymous with the term, 'WORK SAFELY.'

"I work safely and practice self-preservation because (this is a nasty thought and a self-indictment but I guess it must be true) fundamentally I am a lazy man and things always seem so much easier when done the safe way. It's easier to work with properly maintained tools, easier to see with proper lights, easier to get help with a heavy box than to struggle with it by yourself, easier to wear safety glasses when grinding than to attempt to dig grit out of your eyes, easier to wear safety shoes than to work with a cast on your foot, easier to lay off horseplay than to try to talk your way out of a reprimand. There's no doubt about it, working safely is the easiest way everytime.

"Summing it all up, I can honestly say I work safely because it is the easiest way to insure self-preservation with all that it means to me."

### WANTED

Wanted hardtop to fit '66 Corvette, contact Sharon Smith D. P. Ext. 260.

## GOOD HOUSEKEEPING

### AWARD WINNER



Bill Montgomery awards April's Good Housekeeping plaque to the Repack Dept. Left to Right: Plant

Manager, Bill Montgomery, Sandra Maddox, Roger Block, Supervisor, Chuck Turner.

The Repack Department took the honors for the March inspection after a very close race with Receiving. The committee rated both departments "Excellent", but named Repack the winner after pulling out the magnifying glass for inspection.

Also rated excellent were Labels, Matrix, and Record Finishing.

Departments given a "Good" rating were Camera, Printing, Shipping, Album, Compression, A.S.M., Maintenance and Machine Shop.

These high ratings indicate a real effort on everyone's part to improve the housekeeping and safety of our plant. First impression means a lot to the customers who are now regularly visiting our plant. The appearance of each department will help the company, and therefore help the employees.

## MANAGEMENT TEAM

### ATTENDS PURDUE CONFERENCE

Four members of our supervisory personnel traveled to Purdue University in Lafayette on Saturday, April 4 for the 20th Annual Management Conference.

Paul Mifsud (Quality Control Manager), Jake McGlothlin (Lithographic Supervisor), Richard Myers (Distribution Manager), and Gerald Sharp (Systems Analyst) spent the day attending a variety of sectional meetings designed to give specific insights into modern management techniques.

More than 1,200 people from different parts of the country attended this year's conference. The original program was started in 1950 and is now rated as one of the best management conferences in the United States. Del Burnett from our Industrial Relations Dept. was also in attendance and serves as planning committee member representing Mercury Record Mfg. Co. and the Central Council of Industrial Management Clubs from the State of Indiana.



# WHAT'S GOING ON HERE?

## QUALITY CONTROL DEPT. ACCEPTS NEW CHALLENGE

By P. J. Mifsud  
Quality Control Manager

Is Quality really necessary.....? If so, is Quality necessary part of the time? All the time...? Why...? For what purpose should such degree of vigilance be maintained? Why should Quality continually insist on nothing but the best? How can we be sure that we become highly competitive and remain so all the time?

In today's hectic business trends our competitors continue to improve their products and the customers demand nothing but the best for their money. If the customers are satisfied with what they get, they come back. If they are not satisfied, they seek a better product that is more reliable all the time.

Philips Recording Company Inc., sets high standards to be maintained. The demand the best, continuous reliability, unquestioned quality.

In order to fulfill our new responsibilities, maintain our product in front, and be second to none, we have to keep abreast with these new challenges so as to enhance new customers, satisfy their consumers all the time and make them come back every time.

A number of features were included into this plant during the initial planning stages in order to achieve a more uniformed and consistent performance throughout the manufacturing areas. Some of these features included increased steam, water and hydraulic pressure. The addition of solid state press control boxes gave us uniformed controlled temperatures and consistent cycling. In addition, the pressing atmosphere is now dust free, air conditioned and humidity controlled.

The Quality Control structure had to be revamped, reorganized and new positive thoughts and ideas put into effect. This new approach demanded written procedures covering all the plant and engulfing every possible area that could contribute to bad quality. Clear cut instructions had to be prepared, explained and Q. C. representatives trained. New equipment was put together and a new system was developed and put into effect.

This system was based on SIMPLICITY. Simplicity became the

most important ingredient necessary to achieve the highest efficiency possible. Let each tester carry less responsibility, conduct a simplified version of what she did, develop teamwork, share the combined responsibility and make full use of testers' knowhow and experience. -

Today, we do not depend entirely on subjective decisions. Let me explain: We get samples of various compounds. Under a variety of formulations a number of records are made, using a special test pattern. These samples are electronically tested on a console that consists of a number of test equipment units. Ten different electronic tests are conducted and automatically recorded on a chart. The averages of each test are fed into a special formula and calculated into a "Q" value. Each "Q" value is then compared against "Q" values from other compounds and the best material is selected to make records.

Acetates, masters, mothers, and stampers were covered by the Matrix Department story which appeared in the March issue of The Turntable.

Our past data indicated that nearly all discrepancies could be detected visually. Only a very small percentage was "audio" that could not be seen by the naked eye. Based on this concept, plus a multitude of other reasons and advantages, a master console was built and the testers room was specially wired to allow each turntable to be spot checked automatically. This audio check is continuous. Two testers team up to conduct this job. One tester (Master Audio Tester) listens in continuously. The automatic switch allows her to spot check audio on different records every 15 seconds. The second tester (A Loader/Analyst) loads the turntables and 100% checks the most critical areas of the record. A troubleshooter works in conjunction with this team and follows up on all their requests for checking any defects they encounter. Furthermore, a group of testers continuously rove each and every press for elimination of all defects detected visually. Other testers are picking up records from each press every 90 minutes and thoroughly inspect each one under a good light and make audio checks as necessary. This simultaneous type of checking and team work operation has virtually eliminated the possi-

bility of scrapping too many records between checks. The chances of bad records leaving the press floor has been reduced drastically. Each tester's responsibility has been narrowed. In return, each tester does more of the same simplified detail.

Coupled with this, all of the following additional areas now have continuous Q. C. surveillance:

Record Finishing 3% and 100% inspection areas

12" LP collating areas

12" LP shrinkwrap machines

7" and 12" packing areas

7" labeling, dinking, sleeving

The Label and Album Departments

The Printing Department

In order to control, evaluate and compute our quality level and to compare to our competitors levels, a unique evaluation system was developed. Basically, this evaluation determines the "Q" level of a group of records that are picked up weekly from each press. Over 70 different checks are conducted on each record using a variety of controlled conditions which are thoroughly spelled out. The tests include visual, audio and dimensional inspections using established yardsticks and samples for a very accurate comparison with standards that are equivalent to a variety of scores. Each score is included into mathematical calculations which determines the "Q" level we are operating at. Based on results certain actions are taken to counteract any weak areas that don't match up to standards.

Statistical sampling and results thereof keep management informed of levels of performance in all areas. This is done on a daily basis so that immediate action is taken to eliminate defects.

This is the only way of assuring good quality all the time and maintaining Philips Recording Company on a highly competitive basis. As we get more satisfied customers, we assure ourselves of steady and continuous growth.

(CONTINUED ON PAGE 6)



*Beulah Ratliff, Quality Control Supervisor, and Paul Mifsud, Quality Control Manager, confer over a strip chart (showing decibel and wear reading) during a material test analysis.*



*Mildred Allen, Q. C. Supervisor, and Jean Berry, Q. C. Rover Inspector, confer over a possible reject on the Compression press.*



*Mayme Spurgeon, Q. C. Final Inspector, visually audits records in Record Finishing areas.*



*Marie Roszell sits at the Master Console and automatically conducts an audio check on records.*



*Ruth Combs and Mary Wilmoth conduct visual and audio on all records they picked up during roving of injection and compression presses.*

## D. J. DEPARTMENT

### *Carolyn Patterson*

The only musician in the department, Dave Isley, finally made it into the Musician's Union. Congrat Dave.

Mary Cappa's daughter, Carol, visited her during the Easter vacation. Carol is a teacher at University City High School in St. Louis, Mo.

The Matrix Department lost their one and only Mary Crowell to the D. J. Department. We all enjoy hearing pleasant laughter. (We haven't seen any work yet, just lots of laughing.)

Sara Henry has transferred from D. J. to Order Service. Our loss is certainly their gain.

## QUALITY CONTROL

### *Jean Berry*

Spring has officially arrived, but the snow on Easter morning took away some of the excitement of joining the "Easter Parade".

Millie Allen decided to forget herself, but had even more fun shopping for her grandsons.

Nellie Russell is doing so well with her sewing classes that she made her Easter suit.

We were happy to see Ruth Comb's smiling face back from sick leave.



*Sherrill Seibert displays cake given her by fellow employees. She was also given a gift certificate and a white shell. Sherrill had worked in Personnel Office since 1966*



## Know your Foreman



**Clarence Dunn** - Clarence started with Mercury February 20, 1967, as first shift Compression Foreman. He has since worked in many of the manufacturing departments, but always seems to return to Compression.

Clarence was born in Ludlow, Kentucky, and attended school in that area. He moved to Cincinnati where he was employed by Metal Specialty and was transferred to Richmond in 1939. After 31 years service with Metal Specialty he resigned and started up his own business in 1960.

Clarence and his wife, Mary, reside at 1117 N. W. Fifth Street, Richmond. Clarence has five children, all grown, with homes of their own.



**William McGlothin** - Jake started with Mercury October 3, 1966, as a Dot Etcher in the Camera Department. He was promoted to Lithographic Supervisor September 1, 1969, and is foreman over both the Camera and Printing Departments.

Jake was born near New Madison, Ohio, and attended school in Gettysburg, Ohio. Before coming to Mercury, Jake was employed by McCall Corp. in Dayton as a Dot Etcher for 12 years. A veteran of the Korean War, he is President of the Arcanum PTA and is active in other school and church organizations.

He and his wife, Betty, and their two daughters (ages 7 and 13) reside in Arcanum, Ohio. Jake owns his own boat and enjoys water skiing.

## ALBUMS and PRINTING

### Dessie Fox - Lucille Fister

Mr. and Mrs. Ted Gibson are the parents of a new baby girl born March 22. She weighed 7 lbs. and was named Andrea Celeste.

The Album Dept. would like to welcome back Larry Dean from the service. Larry also obtained a wife while he was away.

### SOFTBALL ANYONE?

It's that time of year again. Softball is back and we need ballplayers. If you enjoy running yourself to death, being hit by flying softballs, and fighting with your wife because you are never home, then you are just the guy we're looking for. Contact Larry Sandifar or Don Dearth to sign up.

### FOR SALE

Boys 26" Schwinn bicycle - chrome wheels - white wall tires. Like new \$40.00. Contact Del Burnett Personnel.

1967 Honda 160cc with Bell Helmet Contact Connie Kuhlbeck D. P. Ext. 260, 2nd shift.

100% human hair, light brown frosted wig, Contact Pat Clayton D. P. Ext. 260, 2nd shift, or 478-2305.

1964 Chevrolet convertible 327, automatic, contact Sharon Smith D. P. Ext. 260.

## Children's Corner

(Submit your photos to the Personnel Office.)



**Diana Marie  
Gerald Sharp, Acctg.**

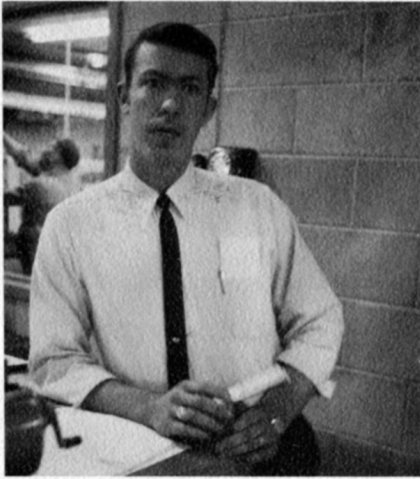


**Elmer - Anna Marie  
Bertha Scarrette, Shipping**



**Rhonda Sue  
Joyce Tipton, Compression**

## Introducing



**Forrest Bush**  
Record Finishing, Supr.



**Diana Rockhill**  
Control Center Clerk



**Gloria Schenk**  
Order Service, Sec.



**David Reeves Jr.**  
Mechanical Engineer



**Lorraine Wright**  
Purchasing, Sec.

# Call your Credit Union

*ask  
them  
about*

- Low-cost loans
- Saving facilities
- Above average dividends
- Convenience
- Proven safety
- Confidential service
- Private counseling
- Loan Protection insurance
- Life Savings insurance
- Democratic control

Do these services "ring a bell" with your financial needs? If so, a credit union can be of valuable service to your security now and in the years to come.

Let us help you get the right numbers for your future.